



U.S. AIR FORCE

10th Medical Group



Mission

Provide premier contingency and community health care while building leaders of character

Vision

Improve the health of all we serve

Motto

Warrior Medics: One Team, One Fight!

Integrity - Service - Excellence



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Medical Services

Robust Clinic Linked with Multi-Service Market

Aerospace Medicine	Anesthesiology	Allergy	General Dentistry
Ambulance Service	ENT	Alcohol & Sub Abuse	Endodontics
Cadet Clinic	General Surgery	Audiology	Oral Surgery
-Sports Medicine	Hand Specialist	VA Ambulatory Surgery	Orthodontics
-Adolescent Medicine	Laser Derm	Dermatology	Periodontics
Chiropractics (AD only)	Laser Eye	Internal Medicine	Preventive Dentistry
Family Practice	Ophthalmology	Neurology	Prosthodontics
Mental Health	Podiatry (unfilled)	Nutritional Therapy	
Obstetrics	Physical Therapy	Orthotic Lab	Green - Army
Occupational Therapy	Cardiology	Pathology	Red - Contract
		Sleep Lab	Purple- VA

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2015 Health Observances

JANUARY	Healthy Weight / Cervical Health Awareness
FEBRUARY	American Heart / Children's Dental Health / Teen Dating Violence Awareness
MARCH	Colorectal Cancer Awareness / National Nutrition
APRIL	Sexual Assault Awareness & Prevention / Child Abuse Prevention
MAY	Physical Fitness & Sports / Skin Cancer Detection
JUNE	Men's Health / Injury Prevention
JULY	UV Safety
AUGUST	Immunization Awareness
SEPTEMBER	Suicide Prevention / Childhood Obesity / Sports Eye Safety
OCTOBER	Breast Cancer Awareness / Domestic Violence Awareness / Physical Therapy
NOVEMBER	Am Diabetes Awareness / Great American Smoke-Out
DECEMBER	Drunk & Drugged Driving Prevention / Influenza Vaccination



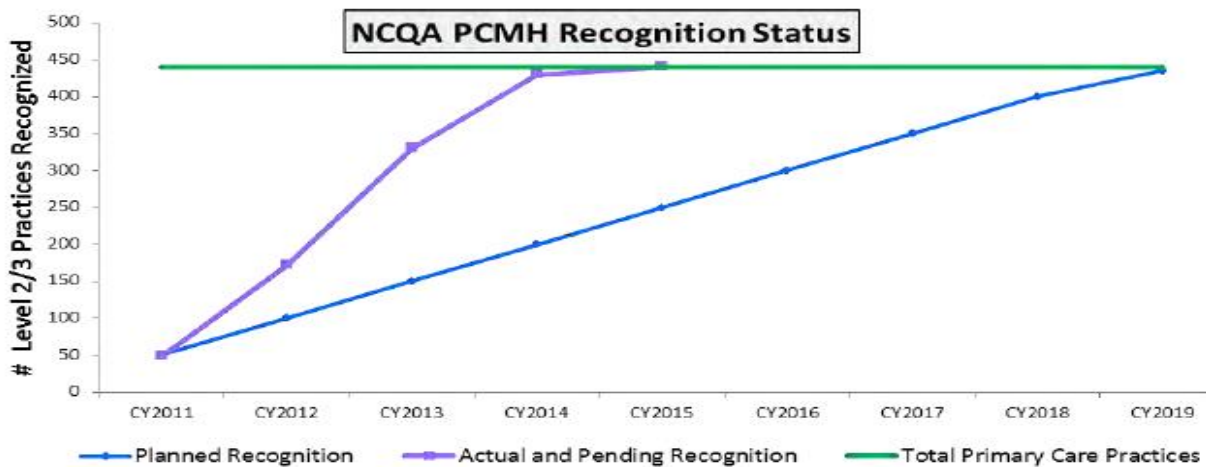
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Patient Centered Medical Home (PCMH)

PCMH Enrollment and NCQA Recognition



- 3.1 Million MTF enrollees are in PCMHs; 87% of MTF enrollees vs. 50% goal
 - Remaining: AF Internal Medicine, Flight Medicine, SCMh and MCMH*
- MHS PCMHs scored highest nationally in 2011 and 2012
 - 224 practices recognized (90% Level 3); 74 awaiting scores = 296/440 total



Published by National Committee of Quality Assurance (NCQA)

3



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What Does PCMH Mean To You

Quality Measures

- **Established DoD-wide Performance Measures**

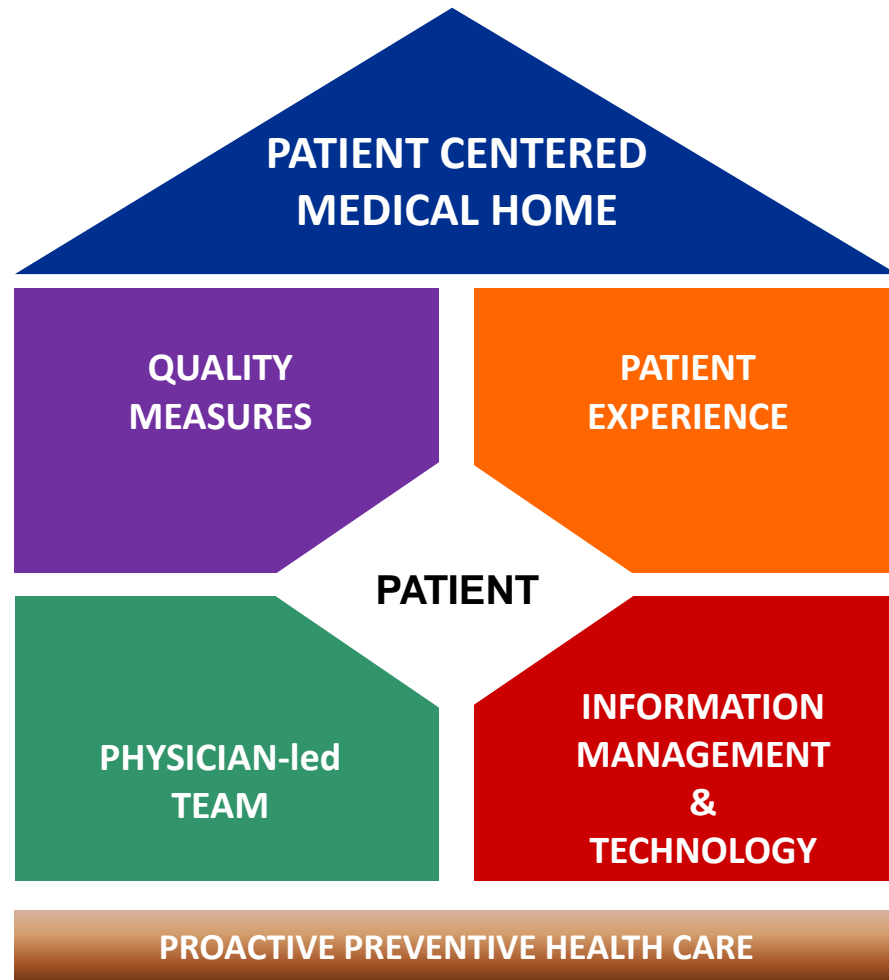
Patient Experience – Centers on YOU

- **Improve PCM Continuity**
- **Improve Same Day Acute Appointment Availability**

Leverages Technology – Mi Care

Physician Led Team

- **Leverages Auxiliary Staff (Disease Manager, Case Managers, BHOPS, Pharm-Ds)**



Goal: A Proactive Preventive Health Care System



Performance Measures

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- HEDIS[®] stands for Healthcare Effectiveness Data Information Set
- Administered by the National Committee of Quality Assurance (NCQA)
- Set of precisely defined measures using standardized methodologies applied to a broad range of health conditions
- Based on data submitted by commercial U. S. health care plans
- DoD does not submit data for inclusion in NCQA public reports
- Reports are presented in percentages and percentiles that are published annually by NCQA

www.ncqa.org



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USAFA HEDIS Metrics: Preventive CSF 3 (Data: 30 Nov 2014)

Preventive Screening	2014	2014					30-Nov-14	EXCEEDS	EMSM		30-Nov-14	EXCEEDS
METRIC	GOAL	AUG	SEP	OCT	NOV	TREND	AFMS	AF AVG	Peterson	Fort Carson	EMSM AVG	EMSM AVG
Breast Ca	78.70%	77.70%	77.19%	76.65%	75.39%	↓	73.12%	★	75.50%	83.63%	77.98%	
Cervical Ca	81.90%	76.88%	76.28%	77.47%	75.85%	↓	78.35%		77.29%	74.89%	75.92%	
Chlamydia Screen	61.10%	48.75%	34.81%	36.51%	36.39%	→	55.59%		50.89%	57.44%	49.39%	
Colorectal Ca	75.00%	78.87%	79.50%	79.75%	79.92%	↑	73.72%	★	79.01%	82.63%	80.52%	
Well Child Visits (>=6 visits)	91.30%	86.49%	86.81%	86.17%	86.49%	↑	80.70%	★	79.65%	79.87%	80.60%	★
Childhood Immunizations	58.77%	40.48%	42.45%	41.15%	40.09%	↓			39.03%	N/A	AF only	N/A

CAO: 16 Jan 2015

Source: CarePoint 3G, PHPM



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USAFA HEDIS Metrics: Diabetes CSF 5 (Data: 30 Nov 2014)

DIABETES	2014	2014					30-Nov-14	EXCEEDS	EMSM		30-Nov-14	EXCEEDS
METRIC	GOAL	AUG	SEP	OCT	NOV	TREND	AFMS	AF AVG	Peterson	Fort Carson	EMSM AVG	EMSM AVG
Diab A1C Screen	94.90%	92.38%	92.93%	93.01%	93.32%	↑	89.56%	★	93.18%	91.08%	92.29%	★
A1C Control < 7 (Good Control No Co-Morb)	51.30%	62.98%	63.60%	64.06%	63.89%	↓	51.06%	★	59.07%	54.11%	58.35%	★
A1C Control < 8 (Good Control)	71.40%	76.95%	77.92%	77.10%	76.98%	↓	68.82%	★	71.49%	71.58%	73.18%	★
A1C Control ≤ 9 (Control)	81.80%	83.87%	85.16%	85.14%	85.24%	↑	77.29%	★	78.93%	81.69%	82.05%	★
Diab LDL Screen	91.00%	86.70%	87.81%	88.64%	89.10%	↑	85.38%	★	87.81%	88.35%	88.44%	★
Diab LDL Control	59.10%	60.64%	61.31%	62.76%	63.27%	↑	54.85%	★	55.79%	60.40%	60.08%	★

CAO: 16 Jan 2015
Source: CarePoint 3G, PHPM



USAFA HEDIS Metrics: Health Mngmt CSF 5 (Data: 30 Nov 2014)

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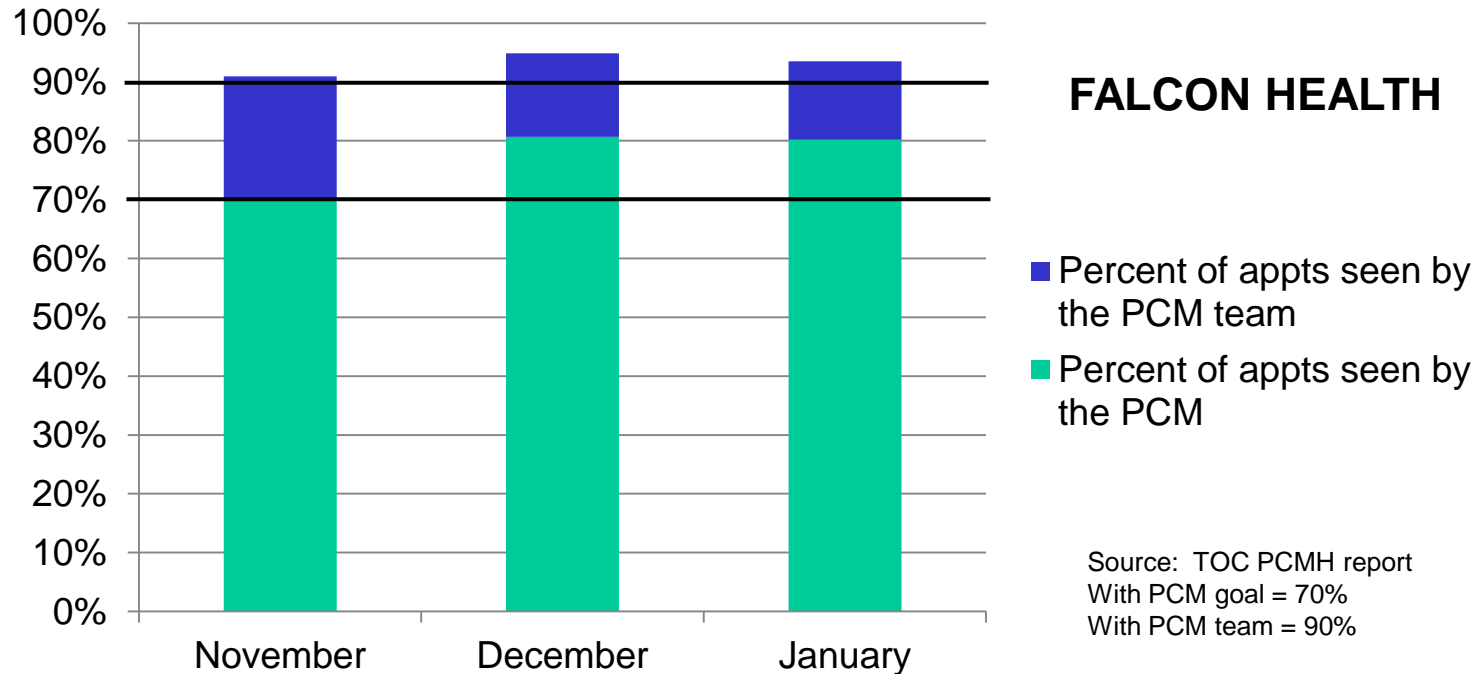
HEDIS	2014	2014					30-Nov-14	EXCEEDS	EMSM		30-Nov-14	EXCEEDS
METRIC	GOAL	AUG	SEP	OCT	NOV	TREND	AFMS	AF AVG	Peterson	Fort Carson	EMSM AVG	EMSM AVG
Asthma	94.60%	97.77%	98.21%	98.18%	98.27%	↑	97.35%	★	97.82%	97.99%	98.02%	★
Cholesterol Mngmt LDL Screen	93.00%	82.95%	85.38%	83.97%	86.15%	↑	80.58%	★	87.14%	79.87%	83.67%	★
Cholesterol Mngmt LDL Control	73.10%	65.89%	70.00%	69.47%	72.31%	↑	57.60%	★	71.43%	56.38%	65.33%	★
Low Back Pain Imaging	82.70%	63.27%	62.40%	61.42%	62.31%	↑	75.59%		72.13%	65.14%	66.50%	
MENTAL HEALTH												
Antidepressant Med Mngmt Acute (3 mos)	78.30%	79.30%	78.63%	77.97%	78.57%	↑	70.62%	★	74.36%	65.46%	70.56%	★
Antidepressant Med Mngmt Chronic (6 mos)	62.70%	57.27%	56.41%	54.24%	55.80%	↑	45.88%	★	47.01%	40.61%	45.58%	★
Mental Health F/U (7 days)	75.40%	60.95%	62.50%	62.50%	62.83%	↑	62.71%	★	49.17%	67.01%	62.05%	★
Mental Health F/U (30 days)	88.00%	81.90%	81.25%	82.14%	80.53%	↓	78.78%	★	70.83%	79.25%	77.61%	★

CAO: 16 Jan 2015
Source: CarePoint 3G, PHPM



Continuity of Care

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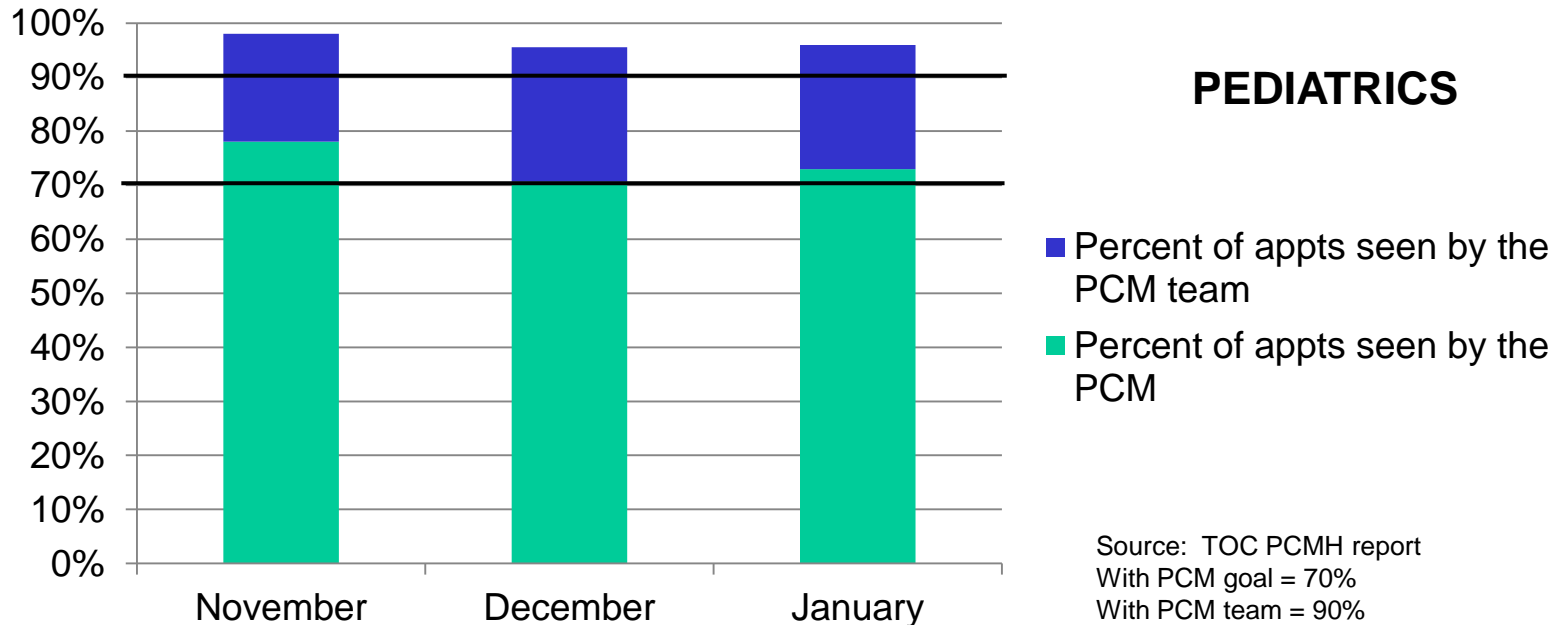
Year	Month	# of Appts where the PT saw their assigned PCM	Percent of appts seen by the PCM	Enrollee saw their PCM or PROVIDER in the same group	Percent of appts where PT saw their PCM or Provider in the same group	Percent of appts seen by the PCM team	Total # of Appts
2014	November	1567	70%	2037	91%	21%	2240
2014	December	2023	81%	2380	95%	14%	2508
2015	January	2453	80%	2859	93%	13%	3058

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Continuity of Care

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Year	Month	# of Appts where the PT saw their assigned PCM	Percent of appts seen by the PCM	Enrollee saw their PCM or PROVIDER in the same group	Percent of appts where PT saw their PCM or Provider in the same group	Percent of appts seen by the PCM team	Total # of Appts
2014	November	595	78%	747	98%	20%	762
2014	December	665	71%	899	96%	25%	941
2015	January	719	73%	945	96%	23%	985

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Access to Care (Dec 14)

Metrics




Access - Primary Care

Acute	Routine	Wellness
 95.2%	 95.0%	 95.1%





Access - Medical Group

Acute	Routine	Specialty	Wellness
 93.0%	 51.3%	 94.4%	 96.2%




Appointment Utilization - Primary Care

Acute	Routine	Wellness
 70.2%	 88.5%	 81.3%


Appointment Utilization - Medical Group

Acute	Routine	Specialty	Wellness
 70.2%	 86.3%	 90.6%	 91.0%


No Show Rates

Primary Care	Specialty Care	Medical Group
 6.3%	 7.0%	 6.7%

Access - Specialty Care

Specialty
 94.2%

Utilization - Specialty Care

Specialty
 90.6%

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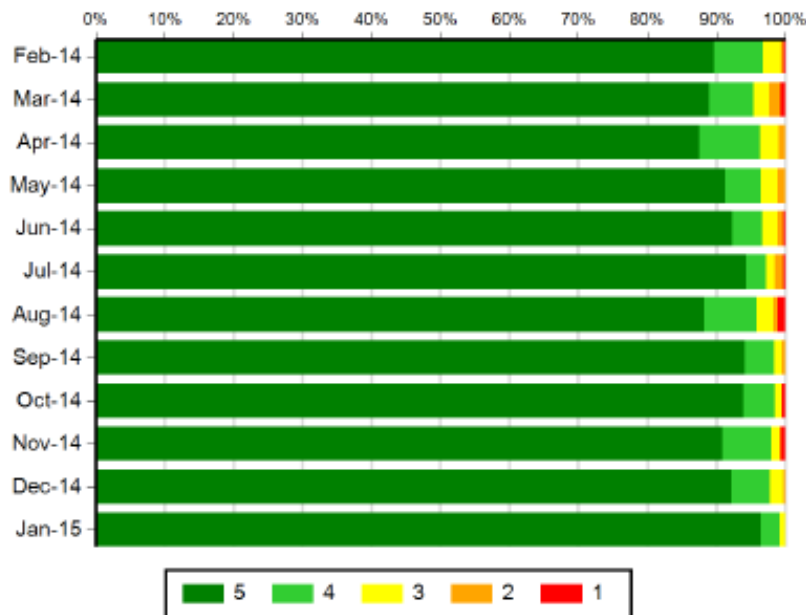
January 2015 Service Delivery Assessment

10TH MED GROUP-USAF ACADEMY CO Monthly Question Detail - Jan 2015

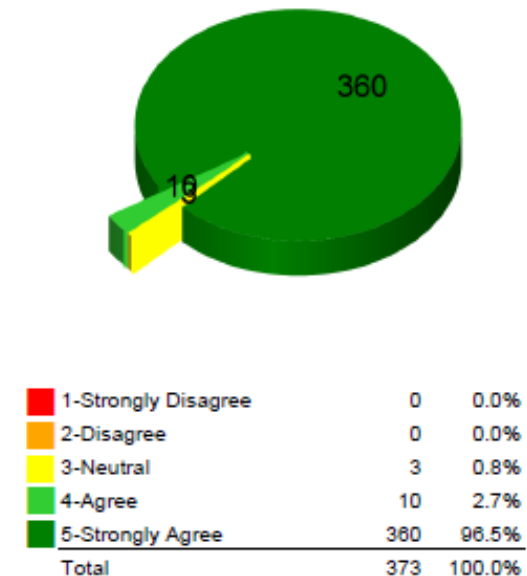
Question 1

On a scale of 1 to 5, with 1 being "Strongly Disagree" and 5 being "Strongly Agree", how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?

Responses by Month to Date



Question Responses for Jan 2015



January 2015

Std Dev: 0.24

Mean: 4.96

Sample Size: 373



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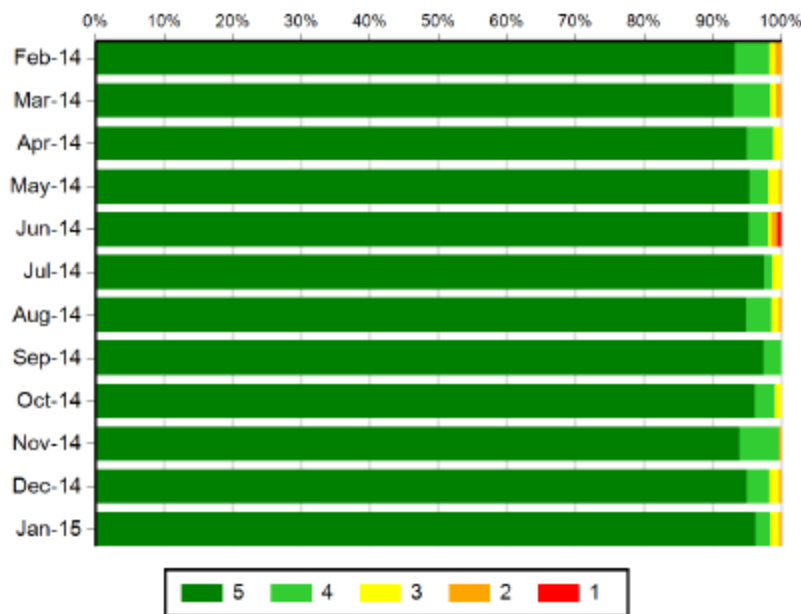
January 2015 Service Delivery Assessment

10TH MED GROUP-USAF ACADEMY CO Monthly Question Detail - Jan 2015

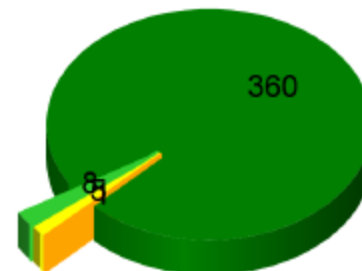
Question 2

On a scale of 1 to 5 with 1 being "Definitely No" and 5 being "Definitely Yes": Would you recommend this Military Treatment Facility to a family member or friend eligible for TRICARE.

Responses by Month to Date



Question Responses for Jan 2015



1-Definitely No	0	0.0%
2-Probably Not	1	0.3%
3-Neutral	5	1.3%
4-Probably	8	2.1%
5-Definitely Yes	360	96.3%
Total	374	100.0%

January 2015

Std Dev: 0.31

Mean: 4.94

Sample Size: 374



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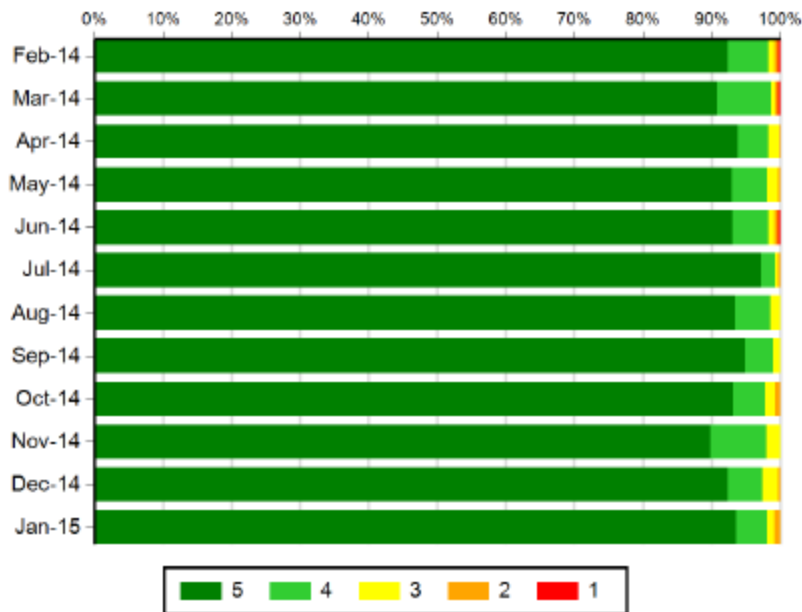
January 2015 Service Delivery Assessment

10TH MED GROUP-USAF ACADEMY CO Monthly Question Detail - Jan 2015

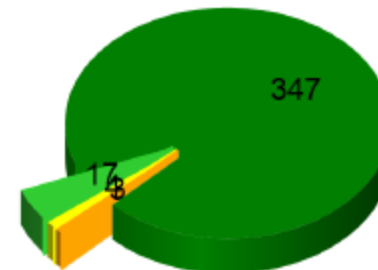
Question 3

On a scale of 1 to 5, with 1 being "Completely Dissatisfied" and 5 being "Completely Satisfied", overall, how satisfied are you with the health care you received?

Responses by Month to Date



Question Responses for Jan 2015



1-Completely Dissatisfied	0	0.0%
2-Dissatisfied	3	0.8%
3-Neutral	4	1.1%
4-Satisfied	17	4.6%
5-Completely Satisfied	347	93.5%
Total	371	100.0%

January 2015

Std Dev: 0.39

Mean: 4.91

Sample Size: 371



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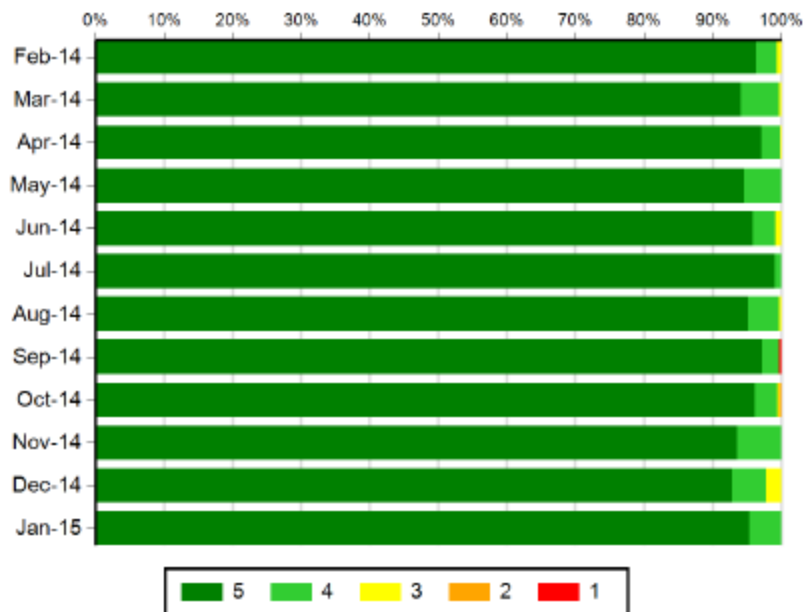
January 2015 Service Delivery Assessment

10TH MED GROUP-USAF ACADEMY CO Monthly Question Detail - Jan 2015

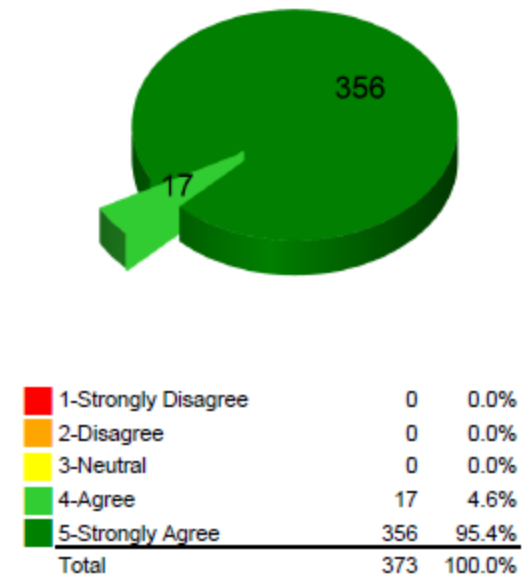
Question 4

On a scale of 1 to 5 with 1 being "Strongly Disagree" and 5 being "Strongly Agree", in general, I am confident I have the ability to influence my health.

Responses by Month to Date



Question Responses for Jan 2015



January 2015

Std Dev: 0.21

Mean: 4.95

Sample Size: 373



■ What is MiCare?

- MiCare is the Air Force's online confidential secure messaging service

■ MiCare Registration Tips:

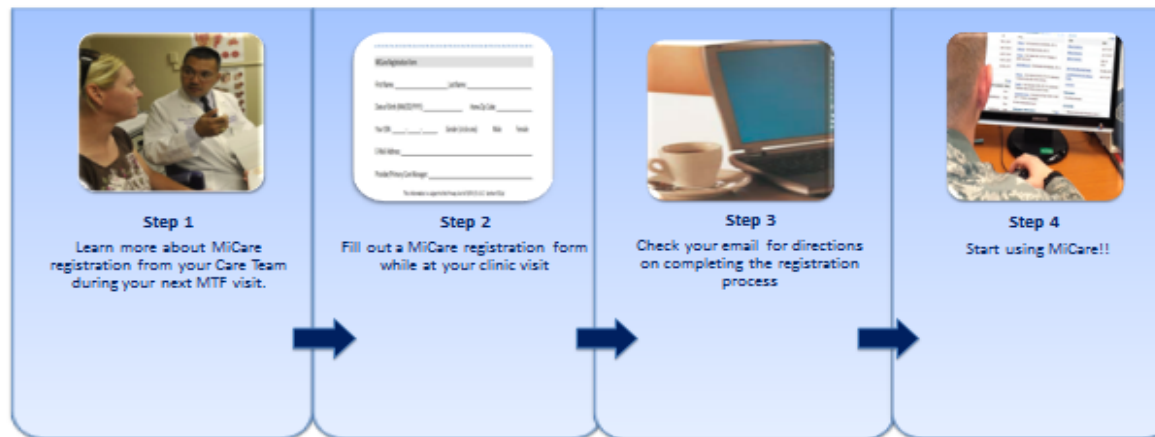
- You **must** register in person to validate your identity
- Be sure to check your SPAM or junk box for your e-mail to complete registration
- Use the [MiCare Registration Completion Steps](#) to complete registration

■ With MiCare you can:

- Request prescription renewals
- Receive tests and laboratory results
- Request appointments and referrals
- Ask questions to your healthcare team
- Avoid unnecessary office visits and telephone calls
- Access valuable health information online

Take Command of Your Healthcare!

Registration Is Easy...

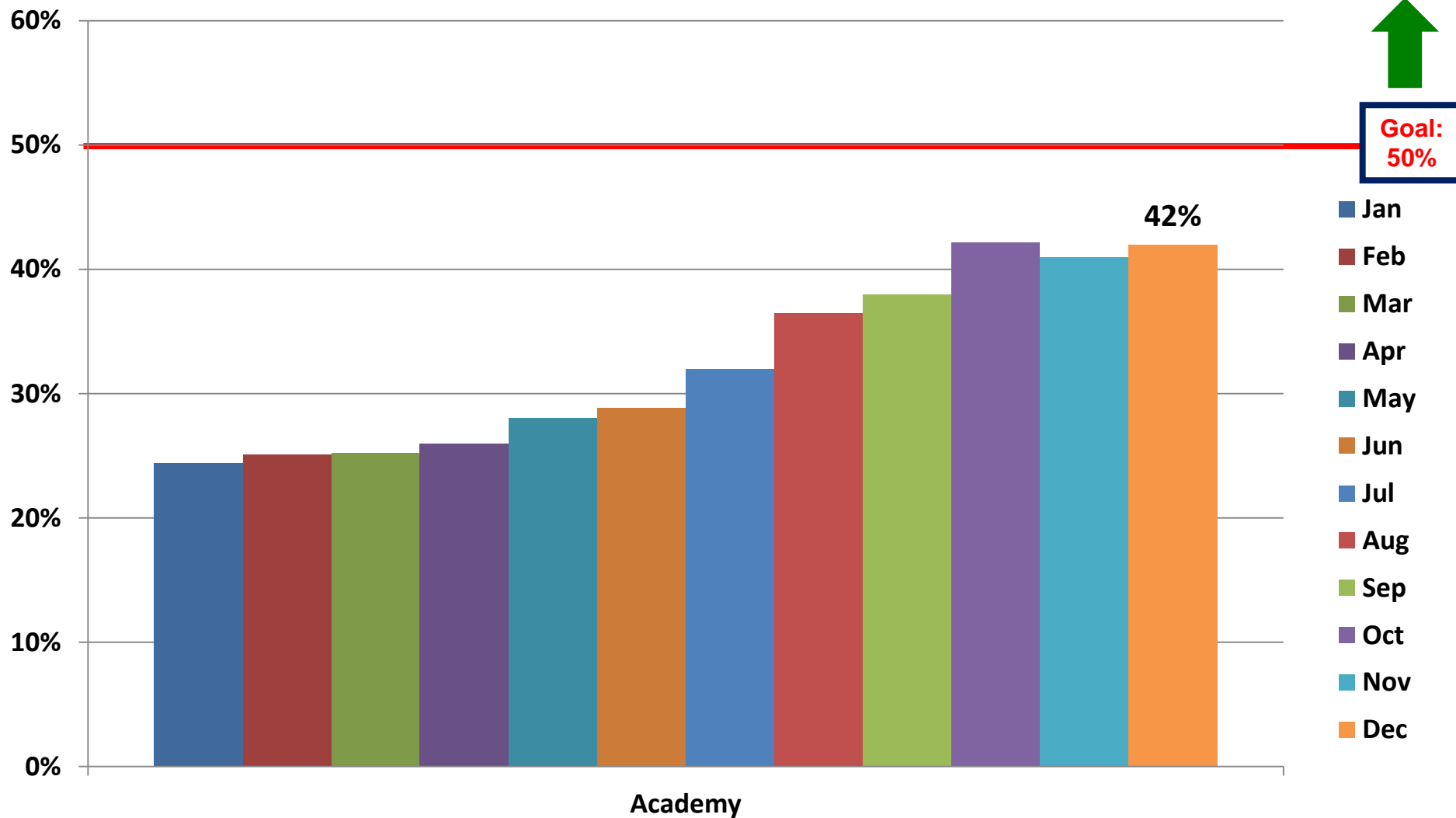




USAFA MiCare Patient Registration

2014

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Announcements

Pharmacy

- **In recent years the 10 MDG has tried several initiatives to improve your patient care experience**
 - **We gave the VECNA Kiosk a good ole' "college try", but felt that in the end it was not a "good fit" for our organization**
 - **We have requested a Q-Flow system that utilizes the same software/equipment that our market partners have at Evans Army Medical Community Hospital**



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Spring Planning

USAFA will undergo a Unit Effectiveness Inspection, from **7- 15 April 2015**. In addition, the 10 MDG proudly welcomes the Accreditation Association for Ambulatory Health Care from **7- 9 April 2015**.

We find that it is less disruptive to you, our patients, to host these inspections/surveys at the same time. So if you see our distinguished visitors, please help us welcome them.



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Summer Planning

- Remember as we support our USAFA mission, routine appointments may be more difficult to obtain during Jacks Valley, so please plan your routine care requirements around these upcoming dates
- Jacks Valley is currently planned for 20 – 31 July 2015



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Where Are We In Reaching Our Goal?

Three Military Treatment Facilities (EACH, USAFA, Peterson) in the Colorado Springs Multi-Service Market have obtained a Certificate of Recognition from the National Committee for Quality Assurance. All of the facilities earned a Level 3, the highest level of recognition from the NCQA.

The Government Accountability Office (GAO) has confirmed PCMH is standardizing business and clinical processes and is the only MHS Initiative to achieve all required milestones two years in a row.

As we incorporate PCMH into our culture, our goal is to establish those characteristics of a High Reliable Organization!



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10 MDG Outreach

On the following url you can find the 10 MDG:
<http://www.usafa.af.mil/units/10thabw/10mdg/index.asp>

- Patient Handbook**
- Provider Directory**
- 10 MDG Facebook page**
- A link to United Military and Veterans Health Care**
- A link to TriCare On line/ Blue Button**



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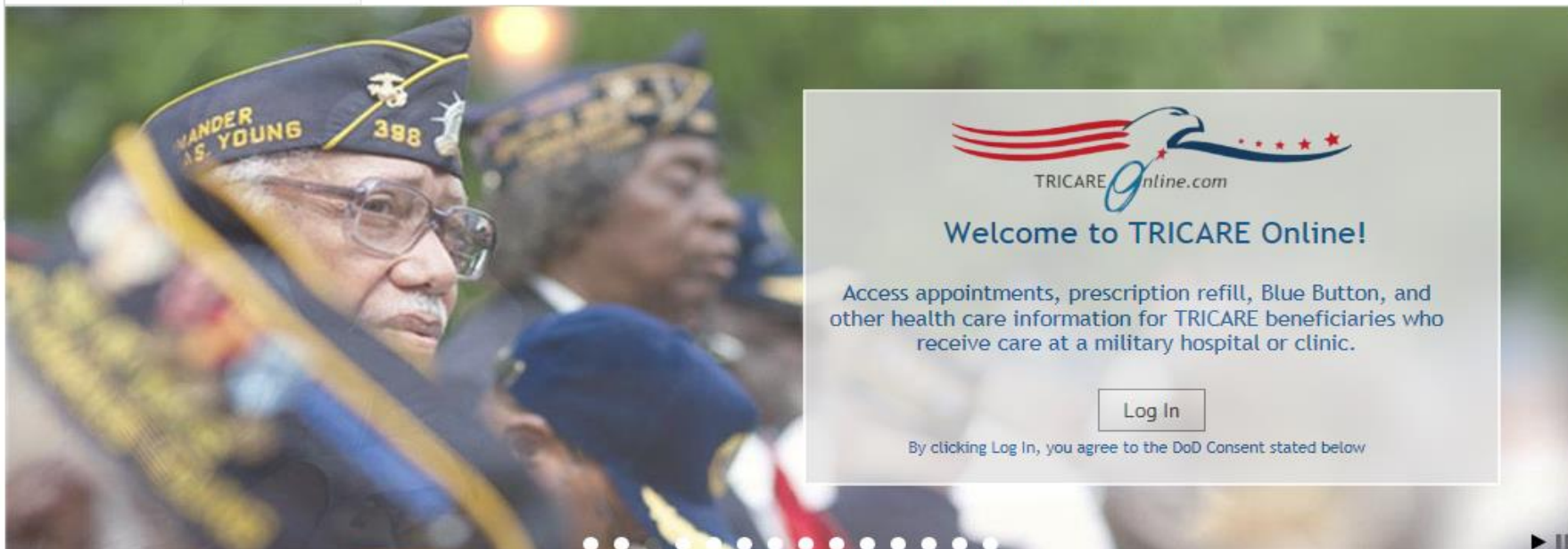
Welcome to TRICARE Online!

<https://www.tricareonline>

About TOL

Contact Us

Today's Date: Friday, 6 Mar 2015



Visit tricare.mil for information on

- Eligibility
- TRICARE
- Costs
- Plans
- Enrollment



TRICARE Online Announcements

Here's a tip for fast, easy, and secure access to TRICARE Online

[Watch video to see how to navigate TRICARE Online](#)

[Watch video to see how to make an appointment](#)

[Watch video to see how to set up your appointment notifications](#)

[Watch video to see how TRICARE Online provides quick, easy healthcare access](#)



Access is Easier than Ever

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[? Help Center](#)

[-AA+](#)

Access TRICARE Online using one of the methods below

DS LOGON ?

Department of Defense Self-Service

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

Login

CAC ?

Common Access Card



Login

DFAS myPay PIN ?

Defense Finance and Accounting Service

[Forgot DFAS MyPay Login Id?](#)

[Forgot DFAS MyPay Password?](#)

Login

Need a DS LOGON?

[Register](#)

[?](#)

Have a DS LOGON activation letter?

[Activate](#)

[?](#)

Need to upgrade your DS LOGON?

[Upgrade](#)

[?](#)

Need to manage your logon profile settings?

[Manage](#)

[?](#)



Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.



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From This Site



[Feedback](#) | [Contact Us](#) | [Log Out](#)

Welcome,

Your military health care facility is 10th Med Group-USAF Academy CO

Your health care clinic is being retrieved

Your Primary Care Manager (PCM) is being retrieved

Your family sponsor is

Today's Date: Friday, 6 Mar 2015 Last Login: 27 Oct 2014 13:39

		Appointments		Blue Button		Rx Refill		Profile	
							My Profile	Change MTF	

From this site, you can print out your lab results and verify your Rx (refill number assigned to your current Rx, as well as number of remaining refills).